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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/055,400	01/23/2002	Francis H. Nobrega	1662-41600 JMH (P01-3633)	7241

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EXAMINER

NANO, SARGON N

ART UNIT	PAPER NUMBER
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2157

DATE MAILED: 09/07/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

10/055,400

Applicant(s)

NOBREGA ET AL.

Examiner

Sargon N. Nano

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 21 June 2005.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1 - 18 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1 - 18 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____.
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____.

Response to Amendment

1. This action is responsive to amendment filed on June 21, 2005 . Claims 1 – 18 in pending examination.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1-18 are rejected under 35 U.S.C. 102(e) as being anticipated by Gobin et al., U.S. Patent No. 6,745,229 (referred to hereafter as Gobin).

Gobin teaches the invention explicitly as claimed including a system and method for web-based invoice viewing for enabling a customer to generate invoices (see abstract)

As to claim 1, Gobin teaches a method of entering service requests in a help-desk software system, the method comprising:

using a web browser to select a service request from a set of predefined service requests (see col. Col. 2 lines 16 – 26 and fig. 2, Gobin discloses a system web browser); and

creating a case for the service request in the help-desk software system (see col. 2 line 65 – col.3 line 11 Gobin discloses receiving customer requests at the system).

As to claim 2, Gobin teaches the method of entering service requests in a help-desk software system as defined in claim 1 further comprising, before the creating a case step, seeking an approval for the service request by way of a web based approval system (see col. 19 lines 58 – 67 Gobin discloses FCDs file is placed on hold until an approval email is received).

As to claim 3, Gobin teaches the method of entering service requests in a help-desk software system as defined in claim 2 wherein seeking an approval for the service request by way of a web based approval system further comprises:

sending electronic mail to a person responsible for approval of the service request, the electronic mail comprising a link to a web based approval system (see col. 19 lines 58 – 67, Gobin discloses the email approval).

selecting one of approval or denial of the request from the web based approval system(see col. 19 lines 58 – 67); and

creating a case for the service request in the help-desk software system only if the service request is approved (see col. 2 line 65 – col.3 line 11).

As to claim 4, the method of entering service requests in a help-desk software

system as defined in claim 1 wherein using a web browser to select a service request from a set of predefined service requests further comprises selecting the service request from the set of predefined service requests using an online shopping cart system (see col.15 lines 49 – col. 16 line16, Gobin discloses a list services that is available to a user).

As to claim 5, Gobin teaches a computer system for entry of a service request into a help-desk software program, the computer system having software components comprising:

a web based user interface component, and wherein the web based user interface component allows a user to select the service request from a list of predefined service requests (see col. 19 lines 10 – 18 , Gobin discloses the Gui client application which enables the viewing of various documents);

an approval component in data communication with the user interface component, the approval component seeks approval for the service request if required (see col. 19 lines 58 – 67 Gobin discloses approval email);

a help-desk software program that tracks service requests (see col. 20 lines 1 – 11 Gobin discloses the invoice indexing); and

a help-desk interface component in data communication with the approval component and the help-desk software program, the help-desk interface component creates cases in the help-desk software program (see col. 20 lines 1 – 11 Gobin discloses index pointers to each document in the index database).

As to claim 6, Gobin teaches the computer system as defined in claim 5 wherein the web based user interface component is further adapted to allow a user to interactively select and hold service requests from a list of predefined service requests for prospective submission (see col. 2 lines 42 – 67 , Gobin discloses the browser client application enables interactive communications with the invoice viewing system).

As to claim 7, Gobin teaches the computer system as defined in claim 5 wherein the approval component is further adapted to seek approval for the service request electronically (see col. 19 lines 58 – 67, Gobin discloses the reception of email approval).

As to claim 8, the computer system as defined in claim 5 wherein the help-desk software program further comprises a help desk software (see col. 2 lines 16-26).

As to claim 9, Gobin teaches in a help-desk software environment for tracking service requests, a method of entering a service request comprising:

accessing a predefined list of available services by way of an internet browser program(see col. 6 lines 15 – 24 and fig. 4 Gobin discloses multiple services using GUI presented to client or customer);

choosing a first service request from the predefined service list of available services (see col. 20 lines 62 – 65 Gobin discloses various billing systems that can be furnished according to a request);

choosing a second service request from the predefined service list of available services(see col. 20 lines 62 – 65 Gobin discloses various billing systems that can be furnished according to a request); and

creating a case for each of the first and second service requests in the help-desk software (see col. 20 lines 1 – 11 Gobin discloses index pointers to each document in the index database).

As to claim 10, Gobin teaches the method of entering a service request as defined in claim 9 further comprising, before the creating a case step, seeking an approval of at least one of the first and second service requests by way of a web based approval system (see col. 19 lines 58 – 67, Gobin discloses the reception of email approval).

As to claim 11, Gobin teaches the method of entering a service request as defined in claim 10 wherein seeking an approval of at least one of the first and second service requests by way of a web based approval system further comprises:

sending electronic mail to a person responsible for approval of the first service request, the electronic mail comprising a link to the web based approval system (see col. 19 lines 58 – 67 Gobin discloses the reception of email approval); and

selecting one of approval or denial of the first request from the web based approval system (see col. 19 lines 58 – 67 Gobin discloses the reception of email approval).

As to claim 12, Gobin teaches the method of entering a service request as defined in claim 11 wherein creating a case for each of the first and second service requests further comprises creating a case for the first service request in the help-desk software system only if the first service request is approved in the selecting step(see col. 2 line 65 – col.3 line 11 Gobin discloses receiving customer requests at the system).

As to 13, Gobin teaches the method of entering a service request as defined in claim 12 wherein seeking an approval at least one of the first and second service requests by way of a web based approval system further comprises:

sending electronic mail to a person responsible for approval of the second service request, the electronic mail comprising a link to the web based approval system(see col. 19 lines 58 – 67 Gobin discloses the reception of email approval); and

selecting one of approval or denial of the second request from the web based approval system (see col. 19 lines 58 – 67 Gobin discloses the reception of email approval).

As to claim 14, Gobin teaches the method of entering a service request as defined in claim 13 wherein creating a case for each of the first and second service requests further comprises creating a case for the second service request in the help-desk software system only if the second service request is approved in the selecting step (see col. 2 line 65 – col.3 line 11 Gobin discloses receiving customer requests at the system).

As to claim 15, Gobin teaches the method of entering a service request as defined in claim 9 wherein the accessing a predefined list of available services, choosing a first service request and choosing a second service request further comprises:

viewing at least a portion of the predefined list of available services(see col. 6 lines 15 – 24 and fig. 4 Gobin discloses multiple services using GUI presented to client or customer);

interactively selecting and holding the first and second service requests in an online shopping cart(see col. 2 lines 42 – 67 , Gobin discloses the browser client application enables interactive communications with the invoice viewing system); and thereafter submitting the selected first and second service requests(see col. 2 line 65 – col.3 line 11 Gobin discloses receiving customer requests at the system).

As to claim 16, Gobin teaches a method of entering computer related service requests in a help-desk software case tracking system comprising:

selecting a computer related service request from a list of available service requests, the selecting in an online shopping cart format;

seeking approval for the computer related service request electronically (see col. 19 lines 58 – 67 Gobin discloses approval email is received); and

creating a tracking entry in the help-desk software for the selected computer related service if the computer related service is approved (see col. 20 lines 1 – 11 Gobin discloses the invoice indexing).

As to claim 17, Gobin teaches the method of entering computer related service requests in a help-desk software case tracking system as defined in claim 16 wherein seeking approval for the computer related service request electronically further comprises:

notifying a person responsible for approval of the computer related service request that an approval is required by an electronic mail message(see col. 19 lines 58 – 67 Gobin discloses approval email is received); and

selecting one of approval or denial of the computer related service request by way of a web based interface(see col. 6 lines 15 – 24 and fig. 4 Gobin discloses multiple services using GUI presented to client or customer);

As to claim 18, Gobin teaches the method of entering computer related service requests in a help-desk software case tracking system as defined in claim 16 wherein creating a tracking entry in the help-desk software for the selected computer related service if the computer related service is approved further comprises creating the tracking entry without human assistance (see col. 20 lines 1 – 11 Gobin discloses the invoice indexing).

Response to Arguments

3. Applicant arguments have been fully considered but they are not persuasive.

Applicant argues in substance that A) Gobin does not disclose “using a web browser to select a service request from a set of predefined service requests”. B) Gobin does not disclose “creating a case for the service request in a help desk software system. In response to A) Gobin discloses multiple services that a user can access using a computer terminal using graphical user interface (see abstract, and col.1 lines 21 – 57 and fig. 7) , Gobin discloses multiple services such as billings and invoice reports services which meets the scope of the limitation “using a web browser to select a service request from a set of predefined request”. In response to B), At the very least Gobin teaches “using a web browser to select a service request from a set of predefined request” because the network architecture includes the creation of trouble tickets on a per case basis (see col. 8 lines 17 – 36) therefore Gobin meets the claimed limitation.

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any

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extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

4. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Sargon N. Nano whose telephone number is (571) 272-4007. The examiner can normally be reached on 8 hour.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on (571) 272-4001. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Sargon Nano
Aug. 22, 2005


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